

Marine Environmental Response - Key Business Driver Survey

Purpose of Survey: The purpose of this survey is to find out what you and other members of the response community think about the effectiveness and success of a pollution response or exercise. Your honest answers will give us a clearer picture of where our response efforts are succeeding and where we still face improvement challenges. The information you provide will help improve pollution response goals, policy, training, and ultimately the effectiveness of the response itself.

PRIVACY ACT STATEMENT

A. Authority: 5 USC 301; 14 USC 632; Executive Order 9397.

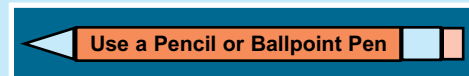
B. Purpose: The information requested in this survey will be used in research designed to improve the training, assignment, and development of the Coast Guard personnel. The information will not be used to evaluate you as an individual, your supervisor, or your unit. The information will not be entered in your personnel file.

C. Effect on individuals not providing information: Participation is voluntary. Providing the information requested will make the survey results more meaningful.

Marking Instructions

Use a No. 2 pencil or ballpoint pen (blue or black ink).
Make solid marks that fill the response completely.
Erase cleanly any marks you wish to change.
Make no stray marks on this form.

Correct
Mark



INCORRECT:    

Introduction

The survey is divided in six sections that correspond to a specific pollution response Key Business Driver. Each section is a separate page in the survey; please fill out sections that apply to your knowledge of the pollution event or exercise and leave the other sections blank and the booklet intact. Although the survey is designed to obtain your opinion, your direct knowledge or observation of the circumstances and events described in the questions are critical to information accuracy.

Marine Environmental Response - Key Business Driver Survey

Part 1 - Demographics

Instructions: This first section asks some questions about you and your level of involvement in pollution response. The purpose of the demographics is so that we can group responses and draw general conclusions based on your experience, roles, and responsibilities in a pollution response or exercise.

1. How long have you been directly involved in pollution response?

- ☐ No previous involvement
- ☐ Less than 6 months
- ☐ 6 months - 3 years
- ☐ 3 - 6 years
- ☐ 6 - 10 years
- ☐ 10 or more years

2. What is your association with pollution response?

- ☐ Coast Guard or EPA
- ☐ Citizens Group
- ☐ Trustee
- ☐ Media Representative
- ☐ Environmental Group
- ☐ General Public
- ☐ Insurance Company Rep
- ☐ Federal, State, or Local Political Rep
- ☐ State or Local Government Response Organization
- ☐ Scientific Advisor: Specify type: _____
- ☐ Potential Responsible Party
- ☐ Oil Spill Response Organization (OSRO)
- ☐ Economic/Business Interest (Fishing, Port Authority, etc.)
- ☐ Other _____ (fill in)

3. If applicable, indicate the functional area within the Incident Organization that you performed the majority of your tasks during the response/exercise?

Command or Command Staff

- ☐ Incident/Unified Command
- ☐ Safety
- ☐ Liaison
- ☐ Information
- ☐ Legal

Operations

- ☐ Staging Areas
- ☐ Air Operations
- ☐ Recovery and Protection
- ☐ Source Control Operations
- ☐ Wildlife Recovery/Rehabilitation
- ☐ Advanced Technology Operations
- ☐ SAR/EMS
- ☐ Not specified above

Planning

- ☐ Situation Unit
- ☐ Resources Unit
- ☐ Documentation Unit
- ☐ Demobilization Unit
- ☐ Technical Specialist

Logistics

- ☐ Communications Unit
- ☐ Medical Unit
- ☐ Food Unit
- ☐ Supply Unit
- ☐ Facilities Unit
- ☐ Vessel Support Unit

Finance

- ☐ Time Unit
- ☐ Compensation/Claims Unit
- ☐ Cost Unit
- ☐ Procurement Unit

If you don't have direct knowledge of the events and circumstances described, please leave the section blank.

| |
|-------------------|
| Strongly Agree |
| Agree |
| Somewhat Agree |
| Neutral |
| Somewhat Disagree |
| Disagree |
| Strongly Disagree |

Incident Organization

1. A standard, well-known and understood response management system was used to respond and manage the incident.
2. All responders were familiar with the response management system and knew their role within the system.
3. Response objectives were established early and were flexible, measurable, and attainable.
4. Response objectives were updated as necessary to reflect changes or the progression of incident operations.
5. Response objectives were effectively communicated throughout the organization during the entire incident response.
6. The amount of equipment and personnel resources used in the response was appropriate to achieve incident objectives and was reasonable and necessary.
7. Excess resources were quickly demobilized throughout the response.
8. "Who's responsible for what" (jurisdiction and responsibility) was established early and accepted by all response entities.
9. No duplication of effort/task performance occurred during the response.
10. The external support provided to the Incident Organization was timely, consistent, and met or exceeded requirements.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
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| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

If you don't have direct knowledge of the events and circumstances described, please leave the section blank.

| |
|-------------------|
| Strongly Agree |
| Agree |
| Somewhat Agree |
| Neutral |
| Somewhat Disagree |
| Disagree |
| Strongly Disagree |

Natural Environment

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--|---|---|---|---|---|---|---|
| 1. Source control efforts were activated quickly and effectively. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 2. Containment and recovery operations were implemented quickly and effectively. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 3. Environmentally sensitive areas were identified and prioritized for the spill conditions, and this information was quickly passed to responders in the field. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 4. Adequate protection and recovery resources were mobilized to effectively protect environmentally sensitive areas. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 5. Protection strategies were implemented quickly and monitored to make sure that they were effective as conditions changed. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 6. Decisions on the use of non-mechanical response options (dispersants, in situ burning, etc.) were made quickly and based on a good understanding of the issues. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 7. There was good coordination among the natural resource agencies in determining priorities for response and cleanup methods. Natural resource trade-offs were openly discussed and evaluated, and consensus reached on the final decision. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8. The most effective shoreline cleanup methods were implemented in a manner which minimized impacts and increased recovery rates. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 9. There were no serious environmental impacts that could have been avoided through better organization or performance of the response team. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 10. There was good communication with the public on what the real environmental problems were and how these problems were being mitigated. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

If you don't have direct knowledge of the events and circumstances described, please leave the section blank.

| |
|-------------------|
| Strongly Agree |
| Agree |
| Somewhat Agree |
| Neutral |
| Somewhat Disagree |
| Disagree |
| Strongly Disagree |

Economic Impact

1. Overall response efforts minimized property damage and impacts to the local/regional economy (e.g., commercial and sport fisheries; tourism; maritime commerce, loss of income, etc.).
2. Economic impacts were discussed in concert with environmental considerations when prioritizing protection strategies.
3. Adequate protection and recovery resources were mobilized to effectively reduce or minimize property damage and economic impact.
4. There was good communication with the stakeholders and the public on what the potential economic impacts were and how these impacts were being mitigated.
5. Decisions to close economically critical areas (waterways, fisheries, beaches, etc.) were made in an appropriate manner with due consideration of potential impact to the local or regional economy.
8. Decisions to resume normal operations or activities (open waterways, fisheries, beaches, etc.) were made in an appropriate manner with due consideration of potential impact to the local or regional economy.

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---|---|---|---|---|---|---|---|
| 1. Overall response efforts minimized property damage and impacts to the local/regional economy (e.g., commercial and sport fisheries; tourism; maritime commerce, loss of income, etc.). | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 2. Economic impacts were discussed in concert with environmental considerations when prioritizing protection strategies. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 3. Adequate protection and recovery resources were mobilized to effectively reduce or minimize property damage and economic impact. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 4. There was good communication with the stakeholders and the public on what the potential economic impacts were and how these impacts were being mitigated. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 5. Decisions to close economically critical areas (waterways, fisheries, beaches, etc.) were made in an appropriate manner with due consideration of potential impact to the local or regional economy. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8. Decisions to resume normal operations or activities (open waterways, fisheries, beaches, etc.) were made in an appropriate manner with due consideration of potential impact to the local or regional economy. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

If you don't have direct knowledge of the events and circumstances described, please leave the section blank.

| Response Category | Percentage |
|-------------------|------------|
| Strongly Agree | 35% |
| Agree | 25% |
| Somewhat Agree | 15% |
| Neutral | 10% |
| Somewhat Disagree | 5% |
| Disagree | 5% |
| Strongly Disagree | 5% |

Public Communication

Joint Information Center and Organization

1. The right people were on scene to staff the Joint Information Center.
2. Accurate, timely response information was easily accessible to Joint Information Center personnel.
3. The Unified Command's approval of Joint Information Center products was efficient and timely.
4. The correct equipment was available to get the job done.
5. Joint Information Center products were proactively released to the public and the media to meet their needs and deadlines.

[illegible]

Media Representative Perspective

1. Information the public needed to make adjustments to their plans and/or make damage claims was quickly available.
2. The response organization was compassionate and honest in dealing with the public regarding the incident.
3. The response organization demonstrated the expertise and professionalism to handle the incident.
4. A spirit of cooperation was evident in the attitude of the response personnel.
5. Every reasonable effort was made to minimize the impact of the spill to public health, the natural environment, and economy.

If you don't have direct knowledge of the events and circumstances described, please leave the section blank.

| |
|-------------------|
| Strongly Agree |
| Agree |
| Somewhat Agree |
| Neutral |
| Somewhat Disagree |
| Disagree |
| Strongly Disagree |

Stakeholders

Stakeholder Support

1. The response organization moved quickly and decisively to deal with the incident and minimize its impact on my business, organization, or personal property.
2. Timely, accurate information from the response organization helped me minimize the impact to my business, organization, personal property, and daily routine.
3. The response organization was proactive in providing information about opportunities for employment and/or new businesses related to the incident.

Stakeholder Meetings

1. I was contacted in a timely manner, given consistent and understandable information, and received the help I needed.
2. The response people I dealt with were very courteous and kind. My concerns were heard, valued and taken into consideration for response activities.
3. Response personnel were open and honest. When they did not have the answer, they said so and offered to get back to me or suggested an alternative information source.
4. The dedication and commitment of the response personnel earned my trust. I believe they did the best job possible.

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| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

If you don't have direct knowledge of the events and circumstances described, please leave the section blank.

| |
|-------------------|
| Strongly Agree |
| Agree |
| Somewhat Agree |
| Neutral |
| Somewhat Disagree |
| Disagree |
| Strongly Disagree |

Human Health and Safety

Public Health and Safety

1. The safety staff actively and quickly identified the spill hazards to the public.
2. The safety staff effectively categorized and prioritized the hazards to the public.
3. The safety staff effectively used the hierarchy of controls (engineering, administrative, personnel protection) given the time constraints of the spill, and implemented adequate controls to protect the public.
4. The safety staff effectively communicated health and safety issues to the public, including daily hazard announcements, potential exposures, and proper self protection measures.

Worker Health and Safety

1. The safety staff actively and quickly identified the spill hazards to spill response workers.
2. The safety staff quickly categorized and prioritized the hazards of the spill and advised workers in the field of the results.
3. The safety staff effectively used the hierarchy of controls (engineering, administrative, personnel protection) given the time constraints of the spill, and implemented adequate controls to protect the workers.
4. The safety staff effectively communicated health and safety issues including full daily briefings on hazards, potential exposures, and proper controls, to all levels and workers in the incident organization.

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